

# **Programme, portfolio and project management**

## **G-Cloud 14**

RedQuadrant service description

## Introduction

We are a dedicated public service consultancy working to build capacity, reduce costs, and improve outcomes for the public. We provide both strategic transformation resourcing for long-term delivery, and project-based consultancy services. This is supplemented by our training, coaching and leadership development capabilities. Our offerings have a wide range of applications for cloud-based services and can provide extensive benefits in areas such as improving internal processes or coaching your business leaders. We see cloud services in the context of the whole, end-to-end service: always co-created with the citizen or customer and there to enable the social process of service, reduce transaction costs, and improve convenience and service outcomes.

Both as a transformation partner and through project based consultancy, we have extensive experience of working closely with public service organisations including local authorities, central government, and clients from NHS and mental health trusts to police and probation services – to support innovation, enable in-house learning, and ensure long-term, sustainable results.

We have particular experience within the following areas:

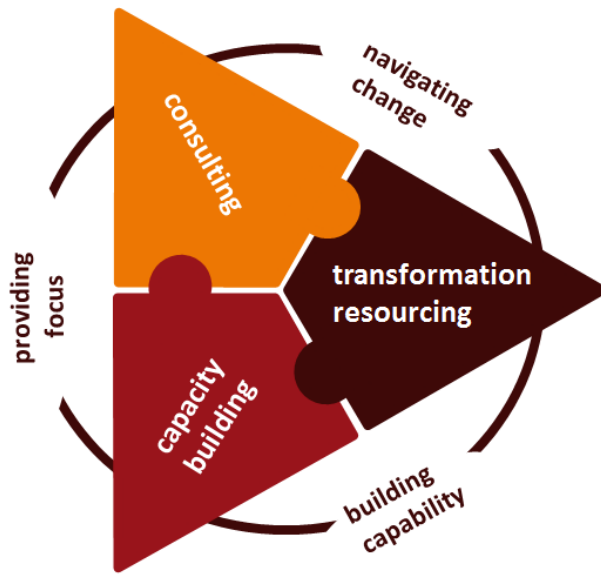
- Change, business analysis, project and programme management
- Capacity building, coaching and training
- Specialist local government services including adult care, wellbeing, public health, children's services, education, housing, and planning
- Corporate policy and finance
- Customer led transformation
- New models of service delivery
- Service design, demand management, and systems leadership

We were set up in 2009 to transform the public services consultancy market by providing more for less, and are growing steadily because our clients keep finding new challenges for us. We've delivered over 200 successful projects for over 70 clients, with 96% of our clients coming back for more.

Our approach to small change interventions and major transformation programmes – whether transitioning to Cloud services or developing other elements – is to focus on making change happen whilst ensuring that that change is sustainable – we work with our clients, building capacity through skills and knowledge transfer and making ourselves redundant in ensuring change can continue after we have left. We start from a different place to most – with the positives and what works well.

Our prime aim is to ensure that the results and quality expected by our customer is achieved – or exceeded – within the engagement, and that the results extend beyond the delivery activity. We are well versed in project and programme methods and we apply these consistently in our work. We see our job as delivery to the client's specification, based on a deep understanding of context, drivers, requirements and strategic risks and issues. We act either as coach (supporting clients to get the job done, ensuring that they build and acquire the skills and experience they need) or as implementer (ensuring delivery of real

business results that are embedded and sustainable). These values are built into all our work, whether or not the brief explicitly includes skills transfer and capacity building.



## Service description

We provide a wide range of experienced programme, portfolio and project management resources specifically to support your transition to cloud. Our team can provide services across the entire transition project lifecycle from project inception, options appraisal, business case, procurement through to implementation and overall governance.

There are three governance levels that must be considered when an organisation undertakes change activity – the three ‘Ps’: Portfolio, Programme and Project management. RedQuadrant has a comprehensive talent pool of highly experience resources across all these levels. These include but not limited to programme managers, project managers,



portfolio managers, business analysts, data analysts and risk assurance specialists. RedQuadrant can provide the entire PMO function if required and also source experience consultants to fill client roles in an interim capacity. Our consultants have deep expertise and are supported by industry technical skills and methodologies such as service design and Prince2.

Too many large projects and programmes for cloud transition fail because they are managed as large, long term, inflexible delivery projects, often governed through cumbersome, ill-defined processes. It is critical for organisations to create an enterprise architecture, with governance and delivery approaches that allow real agility, with small, incremental improvements that clearly move towards an agreed vision.

Best practice in both the private and public sectors is driven from considering all of the aspects of transformation and change from a holistic, systems perspective. If there is no clear answer to any of these questions then there is an operational or governance gap and this should be tackled as a priority. Our programme, portfolio and project management

resources can provide the best practice needed to support the effective implementation of cloud-based services.

**Service management**

Quality assured by RedQuadrant service leads and managed by experienced public service consultants.